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ABSTRACT

Advice for students preparing for job interviews is provided in this guide. First, preliminary steps are reviewed, including ascertaining the type of job wanted, securing an appointment for an interview, researching the firm, dressing appropriately, writing a resume, being prepared to fill out job applications and to give reasons for leaving previous jobs, and obtaining references. Next, hints are offered on behavior during the job interview, termination of the interview, and follow-up procedures. The next sections present some of the questions most frequently asked during job interviews, give advice on what to do and what not to do during interviews, and identify some of the main reasons applicants are not hired for jobs. Then, a summary of the job interviewing tips is provided. Finally, the guide lists reasons that employees may lose their jobs. Illustrations and sample application forms and follow-up letters are included in the guide. (HB)

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PREPARING FOR A SUCCESSFUL JOB INTERVIEW

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1981

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PREPARING FOR THE JOB INTERVIEW

Job hunting can be extremely discouraging. Very few people meet with instant success after the first application form or after the first interview. Consider that getting a job can be a full-time job in itself. Keep in mind that persistance, organization, and faith in yourself will take you a long way toward your employment goal.

The job interview is that point, in a job hunt, where most jobs are won or lost. So it is important to you to fully prepare yourself for each job interview. Nearly all employers prefer to interview people before employing them, and in many cases, they will consider a person on no other basis. The following tips and techniques will help you in conducting an effective job interview. These helpful hints, if used properly, will undoubtedly increase your chances of being offered a job. Let us begin with your preparation.

1. KNOW THE TYPE OF JOB YOU WANT

   Before you begin your job search, you should determine what type of work that you are best suited for and the employers that would have a job related to or similar to your goal. For a more in-depth discussion of this subject, obtain the Forest Park Placement Services publication, 'How to Select a Job and An Employer."

2. SECURE AN APPOINTMENT FOR YOUR INTERVIEW

   Most employers would prefer to set up an appointment for a job interview. Most employers will initiate the arrangements for an interview. Letters of inquiry and letters of application frequently result for an interview. You might wish to call or visit the employer personally. If so, try to follow the following procedure:

   a. Identify yourself by name.
   b. State the nature of your call or visit, "I am applying for or wish to apply for the position of _____."
   c. If you were referred to the employer by someone or by an agency, mention the name.
   d. If you are responding to an ad, mention the ad. (Make sure you meet the qualifications described in the ad).

3. RESEARCH THE FIRM

   Once your interview is scheduled, you should begin preparation

for it. You should secure information about the company that you are applying to. Find out what the company makes, sells, the type of service offered. Therefore, you are in a position to ask and answer questions intelligently. See the publication "How to Research an Employer", available through the Forest Park Placement Office. These library resources will allow you to learn about various companies. If a particular company is not listed in these publication, simply call the firm and ask if a company brochure or annual report could be obtained.

4. YOUR PERSONAL APPEARANCE

Now attention should be given to your personal appearance. Proper grooming and dress cannot be emphasized too strongly, because the employer's first impression of you will depend upon how you look. It is difficult, if not impossible, to overcome a bad impression created by a careless appearance.

Such things as neatness, cleanliness, good manners, and a friendly cooperative attitude make for a pleasant and presentable personal appearance. The disheveled, or "not-quite-together" look gives an employer a first impression of sloppiness or irresponsibility. Employers want dignified and responsible people in their businesses and will expect these qualities to be reflected in the appearance and actions of new employees as well.

If you are forced to rush to an interview directly from school or a job, a polite excuse for your attire will be accepted and the situation understood.

Here are a few specific tips:

MEN

Wear a conservative suit. Dark or moderate colors only. If you do not own a suit, try a very conservative sports coat combination. No leisure suits.

Wear a long sleeve white or solid blue shirt, and a tie that is well coordinated with the suit or coat.

Your clothes should be clean and well pressed.

Make sure your shoes are polished and wear black socks or at least dark socks that are coordinated with your outfit.

Many employers still object to long hair, beards and mustaches. If you wear your hair long, keep it neat and well groomed or styled.

Fingernails should be clean and short. Hands should be well scrubbed.

Personal cleanliness, use soap and hot water thoroughly, brush teeth.

WOMEN

Wear a conservative dress or suit, nothing showy. Purse and shoes should be conservative and coordinated with the outfit. Solid colors are best.

Clothes should be clean and well pressed.

Leave all your jewelry at home except a wristwatch and one ring.

As for make-up, use it but the less the better. Lipstick and nail polish should be muted colors, nothing bright.

Even for part-time jobs, the above guidelines should apply for both men and women. Although there are some instances where men could wear a simple dress shirt and slacks, and women could wear a skirt and blouse, if clean, conservative and pressed.

REMEMBER, if you're not sure how to dress, it is better to overdress than underdress. That way you're always prepared to make the best impression. In short, anything that draws attention to what you're wearing and away from what you have to say should not be worn to a job interview. So even if you know that you'll be able to wear blue jeans or work clothes on a job, don't go that way to the interview. (Illustrations on the next page).

CHECK THESE BEFORE EACH INTERVIEW:

MEN	WOMEN
Personal cleanliness	Personal cleanliness
Teeth brushed	Teeth brushed
Nails clean	Nails well manicured
Hair trimmed and combed	Neat hair-do
Clean shaven	Conservative use of cosmetics and jewelry
Wide awake, alert	Wide awake, alert
Shoes shined, suit cleaned and pressed and suitable necktie	Conservative clothes, cleaned, pressed and suitable accessories

"DRESS FOR SUCCESS"

Improper

Proper

Proper

Improper

MANY ARE CALLED, BUT FEW ARE CHOSEN

GREET THE EMPLOYER WARMLY

APPEAR ATTENTIVE

ONLY TALK ABOUT
RELEVANT EXPERIENCE

BE CAREFUL OF HOW YOU SIT

AND BE SURE TO
SEND A THANK-YOU NOTE

5. PREPARE A RESUME

As a result of the highly competitive job market of today, a resume has become a necessary tool. There are several reasons for writing a resume:

1. It is a valuable tool to help assess yourself in your determination as to what type of job to apply for.

2. It allows you to present yourself to the employer in the best light possible.

3. A resume, properly prepared enables you to stand out from other applicants who are competing with you.

4. A resume, coupled with an attached letter, is an effective way to respond to want ads in newspapers.

5. By taking a resume with you to a job interview, it allows you to easily transfer the information to the inevitable employment application.

6. A resume allows you more flexibility in addressing your skills and talents to the employer's attention.

7. If mailed to employers, resumes will help you obtain an interview.

8. A resume, if properly prepared, will enable you to present yourself to an employer in an organized and professional manner.

For specific details on resume writing, see the publication, "Effective Resume Writing," available through the Forest Park Placement Office.

6. BE PREPARED TO FILL OUT AN EMPLOYMENT APPLICATION

A job applicant should go alone to the interview and be there 10-15 minutes early. Arriving late for an interview is the first sign of instability, immaturity, or lack of dependability. Taking someone else along gives the impression that you need a crutch.

After you arrive, give your name to the receptionist and explain that you have an appointment to see a designated person at a designated time. If you don't have an appointment, explain the nature of your business. At this time, you are likely to be asked to fill out an employment application.

An employment application is the principal tool used by employers

in screening, evaluation and selection of employees. Most applicants hurt their chances because of the haste and carelessness with which they complete applications. You can set yourself apart from other applicants by submitting a well-done application. Employers receive many sloppy and incomplete applications and would welcome your well-done application. Think of the application as a picture of yourself or as a sample of your work. If your application projects a negative image, you will have difficulty changing that image in the interview.

Your application and/or resume will normally reach the interviewer's desk before you do and will remain after you leave. So do your best. Fill out the application willingly, completely, accurately and neatly. Be sure that it paints the best picture of you. Watch your spelling! Employers will expect you to know how to spell.

A typical application form will require answers to questions which are similar to or may parallel the information contained in your resume. Don't substitute a resume for any part of your application. Your name and address and other information must be identical on both documents. Make sure your resume is up-to-date. Any difference will raise the question of whether you know yourself or if you have recorded false information on one of them. You will then be confronted with suspicion when you meet the interviewer.

Most employment applications will consist of the same basic information. The following outline will show you the basic sections of an employment application.

1. Employment Objective:

   You should know the position or type of position to apply for.

2. Personal Data:

   Name
   Address
   Phone Number
   Citizenship Status
   Social Security Number

3. Employment History

   Name & address of former employers
   Name of your supervisor
   Position you held
   Inclusive dates of employment (mo./yr.)
   Reason for leaving

   Remember to list your former employers in chronological order with the most recent first.

4. Military Service

   Branch
   Inclusive dates of service (mo./yr.)
   Rank
   Reserve Status

5. Education

   Name and address of schools attended and inclusive dates of attendance, i.e.:

   a. elementary school
   b. high school
   c. junior college, university, 4-year college
   d. trade schools
   e. military schools

6. References

   Names, addresses, and phone numbers of former instructors, employers, or friends of the family.

Sections 1 - 5 are fairly self-explanatory and will not receive any further attention in this publication.

However, there are a few problem areas common to a large number of applicants that deserve further attention; such as, reasons for leaving past or present jobs and proper references.

REASONS FOR LEAVING PAST OR PRESENT JOBS

Most employment application forms will question your reason for leaving past jobs or your present job. The following are generally acceptable reasons:

1. Higher salary.

2. You are ready to contribute more to a job than your current one permits.

3. Current job is too easy. You've already conquered all challenges in your present job and you want to contribute learning as well as producing.

4. Little chance for advancement. The jobs above you are held by individuals who are at least five years or more away from retirement. Until those individuals move up or out, your advancement is static.

Obviously, a great number of applicants are unable to use the above reasons. If you are asked why you left your last job and you were fired, explain the circumstances completely and honestly. It will help if you can truthfully

say that your work was satisfactory and that you got along with your co-workers. Also, tell the employer that you've learned from your mistakes. If you quit, mention that you are trying to find a job offering more opportunities to better yourself. Avoid negative type phrases like, fired, layed-off, terminated, personality conflict, poor management. Do not criticize former employers or co-workers. If you were laid off, you may say that you are looking for a job offering more security, but only if it is the truth. You may not be hired if the interviewer thinks that you will leave as soon as your former employer begins recalling employees. You should also warn the interviewer if a former employer will give you a bad reference and have a logical explanation ready.

REFERENCES

If possible, list three references consisting of instructors, former employers, or co-workers, who have knowledge of your abilities, goals and interests. Make sure you have permission from all references to use their names. It is always a good idea to telephone each of your listed references personally and tell them that you plan to use them as a reference on your resume and employment applications. For those seeking professional type employment, list the names of outstanding professionals, well-known executives with officer titles, well-known public figures, your peers, your subordinates, a banker, stock-broker, and an attorney. Many employers will ask you to list personal references other than former employers, relatives or instructors. These could consist of friends of yours and your family, a family doctor, a minister, or a neighbor. Remember, always seek permission from all your references.

Many applicants are unsure whether to list references of former employers if they left a job under less than ideal circumstances. If a reference is questionable, call the person and say that you hope he will give you a favorable report. It is a good idea, when leaving a job, to request a letter of reference from your employer. In this manner, you will know what to expect from your references.

The following sample employment application should have most of the items that employers would ask. Complete this form at home or school before going to an employer. It could provide you with valuable practice. Use it to help you fill out other employment applications. Better yet, prepare a resume.

SAMPLE APPLICATION

POSITIONS APPLIED FOR:
1. _____
2. _____

PERSONAL DATA: Name: _____
(Last) (First) (Middle Initial) (Maiden)

Address: _____
(Number) (Street) (City) (State) (ZIP)

Telephone: at home _____ at work _____ Are you a U.S. Citizen? _____

Social Security Number _____

Have you ever been convicted for an offense other than a minor traffic violation? _____ If yes, explain _____

EMPLOYMENT HISTORY

Current or most recent employer:
Name and Address: _____
Supervisor: _____ Dates (Mo./Yr.): From _____ To _____
Position: _____ Rate of pay: $_____ Per _____
Reason for leaving: _____

Previous employer: _____
Name and address: _____
Supervisor: _____ Dates (Mo./Yr.): From _____ To _____
Position: _____ Rate of pay: $_____ Per _____
Reason for leaving: _____

Previous employer: _____
Name and address: _____
Supervisor: _____ Dates (Mo./Yr.): From _____ To _____
Position: _____ Rate of pay: $_____ Per _____
Reason for leaving: _____

PERSON TO NOTIFY IN EMERGENCY

Name: _____ Relationship: _____

Telephone: At Home _____ At Work _____

Address: _____

Place of Business: _____

HEALTH

Date of last medical examination: _____

Number of days off work (or lost from school) last year? _____

Do you have any physical handicaps? _____ If so, describe _____

MILITARY SERVICE

Branch: _____ _____ Dates (Mo./Yr.): From _____ To_____

Highest Rank: _____ _____

EDUCATION

Circle Highest Grade Completed: 1 2 3 4 5 6 7 8 9 10 11 12 College: 1 2 3 4

COLLEGE: Name and Address _____

_____

Dates (Mo./Yr.): From_____ To_____ Did you graduate? Yes ( ) No ( )

HIGH SCHOOL: Name and Address _____

_____

Dates (Mo./Yr.): From_____ To _____ Did you graduate? Yes ( ) No ( )

JUNIOR HIGH SCHOOL: Name and Address_____

_____

Dates (Mo./Yr.): From_____ To_____ Did you graduate? Yes ( ) No ( )

ELEMENTARY SCHOOL: Name and Address_____

_____

Dates (Mo./Yr.): From_____ To_____ Did you graduate? Yes ( ) No ( )

OTHER TRAINING OR SCHOOLS: Name and Address_____

_____

Dates (Mo./Yr.): From_____ To_____

REFERENCES

1. Full name: _____ Occupation: _____

   Address: _____

   Telephone No. (During business hours): _____ How long known? _____

2. Full name: _____ Occupation: _____

   Address: _____

   Telephone No. (During business hours): _____ How long known? _____

The facts set forth above in my application for employment are true and complete. I understand that if employed, false statements on this application shall be considered sufficient cause for dismissal.

_____ _____

Date Signature of Applicant

DURING THE INTERVIEW

Many applicants do poorly during a job interview and therefore are not hired. Much depends upon your behavior during the interview. Voice, manner, attitude, interest and enthusiasm shown, questions asked, and answers given are all very important. This is the time that all your previous preparation will pay off.

Don't forget to look the employer in the eye and shake his or her hand firmly. Greet the interviewer pleasantly. Sit upright and look alert. Follow the interviewer's lead. Most interviews are a give and take session where you are given a chance to present yourself and to sell your talents. There are two other types of interviews that you should be aware of. First, some interviewers like to do most of the talking and judge you by your reaction. Others hardly speak at all. The second type is the stress interview. The stress interview is the most difficult, but also the most infrequent. The interviewer will ask you a minimum of questions and simply stare at you and let you talk. Most applicants panic at this point and start babbling incessantly and eventually say too much and therefore eliminate themselves from consideration. The best way to counteract this is to answer each question to the fullest and then pause. If you get no response, then is the time to ask the employer some of your questions that you prepared in advance.

Such as:

- Ask the interviewer to describe the objective of the function, scope of the job.
- What impact does the job have on the overall business picture?
- What need determines the establishment of the position?
- What are the key relationships between the job and other functions?

What you have done, therefore, is throw the ball back to the interviewer and take pressure off yourself. This publication will concern itself with the normal give and take type of interview.

First, be enthusiastic. Job offers are lost because of seeming indifference.

Don't be vague during the interview. Employers don't like that. You have to resolve in your own mind exactly what job it is that you want and why you qualify, then sell it to the interviewer.

If the interviewer fails to ask questions which will enable you to mention some points in your favor, at an appropriate time ask, "Would you like to hear about my extracurricular activities?", or "Would you like to know about some special achievements on my last job?".

Keep in mind that the employer, during the interview, will evaluate you as a

potential employee, a person, as an investment for the company. Answer questions promptly, honestly, and briefly. Convince the employer what you can do and what your occupational interests and plans are. Never be critical of a former employer. This is the worst thing you could do.

There are also questions that you shouldn't ask an employer, such as:

- the company's retirement plan
- vacations
- bonuses
- holidays

Discussing these topics during the first interview will place your emphasis on what the company can do for you rather than selling your abilities and what you can do for the company.

The subjects of religion, politics or race are also taboo topics. They should not be discussed during a job interview. In short, do not discuss any irrelevant information during a job interview. Otherwise, you will detract from your main purpose--getting yourself hired.

REMEMBER, the person who knows himself or herself best and can present his or her case effectively and convincingly will get the better job and be able to keep it.

END OF THE INTERVIEW

Follow the interviewer's lead. Generally, you will be able to determine when the interview is nearing the end. If salary has not been discussed, then it is now appropriate to ask about salary. Keep in mind that it is better to place more interest in the job itself than the salary.

Make sure to end the interview on a friendly note. Leave the door open to a second or third interview because:

(1) There may be no openings at that time. If you sold yourself effectively, you might be considered for another job later.

(2) If the interview went well and ended on a friendly note, you have increased your chances to be asked back.

The following is a suggested closing for a job interview: "If there are any further questions you may wish to ask me, I hope that you will contact me. Thank you for your time and consideration." Shake hands firmly and leave. The worst thing to do at this time is to ask if you're hired. Many employers like to think a day or two before offering employment. Others will offer you the job on the spot. Don't force the employer's hand. He may not be ready to make a decision. If you are really interested in the position, tell the

SAMPLE FOLLOW-UP LETTER

Mary Smith
3806 Main Street
St. Louis, MO 63199

DATE

Mr. Lawrence Brown
Personnel Director
Acme Supply Company
246 North 65th Street
St. Louis, MO 63198

Dear Mr. Brown:

This is to express my appreciation for your courtesy in granting me an interview yesterday for the position of Secretary.

I am very much interested in this position, and feel confident that my training and experience will enable me to competently perform the duties which you described. I feel particularly qualified to handle the record keeping aspect of the job.

Your interest and consideration are greatly appreciated, and I look forward to hearing from you further.

Sincerely yours,

Mary Smith

employer. Otherwise, he won't know. Be sure to ask the interviewer for his business card. It's hard to go back if you can't remember his name.

AFTER THE INTERVIEW (Follow-up)

If you have prepared yourself properly for your interview and presented yourself well, what else can you do? A very simple, but effective method is the follow-up letter or thank you note. It is effective because it is done so infrequently.

If you are interested in the position, as soon as you get home after your interview, sit down and write a note to your interviewer. Thank the interviewer for his or her time. This courtesy may not be the deciding factor, but it can give you a couple of extra points in your favor. Don't underestimate the value of the follow-up letter. The time you take to send this note might be rewarded by a job.

Contents of a follow-up letter:

1. Thank the interviewer for his or her time.
2. Reemphasize your ability to do the job.
3. State that you hope that you are being considered for the job.
4. Keep the letter short.

Do not attempt to sell yourself again. You should have already done so during the interview. This would only be redundant.

It is also a good idea to ask a question which will not only recall you and the interview to mind, but which will keep communications open.

Later, a phone call to ask if there is any further information wanted and to reiterate your strong interest might enable you to receive a further response. However, if both letter and phone call produce no further results, mark the whole thing up to experience and try elsewhere. Don't make yourself become a pest.

Update your application with pertinent information after the interview, especially if you change your address, receive an award or accomplish something significant that relates to the position you seek.

If you get a job offer, accept or reject it as soon as possible. If you want to think it over for a few days, ask the employer if this is acceptable.

If you are turned down, attempt to find out why. You may get some clue about a personal trait that you are able to alter, then strive to make improvements so that your next effort will be successful.

* Note the sample of the follow-up letter on the next page.

7. QUESTIONS MOST FREQUENTLY ASKED BY EMPLOYERS

In preparation for your interview, study the following questions an employer might ask you and prepare some answers. It would also be helpful to sit down with a friend or relative and do some role playing. As a result of having someone ask you these questions, you should notice a marked improvement in your responses. The employer will use your answers to evaluate you and to see how you react.

This list is not exhaustive. There may be additional questions asked by some employers. When asked an unexpected question, take your time, think of an appropriate answer and respond.

QUESTIONS MOST FREQUENTLY ASKED DURING JOB INTERVIEWS

1. What do you know about our company?
2. Why would you want to work for our company?
3. What are you looking for in a job?
4. What two or three things are most important to you in a job?
5. What criteria are you using to evaluate the company for which you hope to work?
6. What are your long range and short range goals and objectives, when and why did you establish these goals and how are you preparing yourself to achieve them?
7. What specific goals, other than those related to your occupation have you established for yourself for the next 10 years?
8. What do you see yourself doing five years from now?
9. What do you really want to do in life?
10. What are the most important rewards you expect in your chosen career?
11. What salary do you expect?
12. What do you expect to be earning in five years?
13. Why did you choose the career for which you are preparing?
14. Which is more important to you, the salary offered or the job itself?
15. What do you consider to be your greatest strengths and weaknesses?
16. Tell me about yourself.
17. What motivates you to put forth your greatest effort?
18. How has your college experience prepared you for your chosen career?

19. Why should I hire you?

20. What qualifications do you have that make you think that you will be successful in this field?

21. How do you determine or evaluate success?

22. What do you think determines an individual's success in a company?

23. In what ways do you think you can make a contribution to our company?

24. What qualities should a successful manager possess?

25. Describe the relationship that should exist between a supervisor & subordinates?

26. What two or three accomplishments have given you the most satisfaction? Why?

27. If you were hiring a person for this position, what qualities would you look for?

28. What school subjects did you like the best? the least? Why?

29. If you could do so, how would you plan your academic study differently? Why?

30. Do you have plans for continued study? An advanced degree?

31. Do you think your grades are a good indication of your academic achievement?

32. What have you learned from participation in extracurricular activities?

33. In what kind of a work environment are you most comfortable?

34. How do you work under pressure?

35. Are you willing to relocate? Do you prefer a specific geographic location? Why?

36. Are you willing to travel?

37. Are you willing to spend at least six months as a trainee?

38. Why do you think you might like to live in the community in which our company is located?

39. What major problem have you encountered and how did you deal with it?

40. What have you learned from your mistakes?

THE DOS AND DON'TS OF JOB INTERVIEWING

YOU DO WANT TO:

1. Arrive on time for the interview. Call if you are going to be delayed, or reschedule your interview for a time that you can make it.

2. Research a company before your interview.

3. Bring your resume. Make sure that the information on your resume and the employment application agree.

4. List job preferences or objectives on your resume and employment application.

5. Keep your personal, domestic or financial problems out of the conversation unless specifically asked about them.

6. Dress neatly and businesslike. Conservative coat and tie, or dress, with shined shoes, clean hair combed, fingernails clean, well-pressed clothes, avoid gaudy jewels and make-up.

7. Study your interests and qualifications, be prepared to give them briefly and clearly during the interview.

8. Think before answering a question, be polite, accurate, honest, and frank. Give full information. Don't brag.

9. Sit up straight in your chair, feet firmly on the floor, look alert. Advance planning will help you to be calm, poised, and at ease.

10. Show how your training and work experience will help you to get ahead on the job you're applying for.

11. Use good English and speak distinctly.

12. Bring pen and paper to fill out the employment application and you may want to take notes afterward.

13. Ask pertinent questions about the company and the position for which you are applying. Go away from the interview with a complete understanding of tne job, not a vague idea.

14. Ask about promotional possibilities.

15. Look the interviewer in the eye.

16. Show interest and enthusiasm for the position for which you are applying.

17. Inform the employer whether you are interested in the job.

18. Listen carefully, be polite and tactful.

19. Thank the interviewer for his time before you leave, and shake hands.

20. Follow-up with a note thanking the interviewer for his or her courtesy and re-stating your interest in the job. Be sure to state that the opportunity, not the salary, is your concern and express what you can do for the company, not what the company can do for you.

21. Do appear composed, cordial, cooperative, enthusiastic, sincere; also, other favorable traits are: assertiveness, independence, intelligence and inquisitiveness, willingness to start at the bottom and eager to work your way up, good manners.

ADDITIONAL JOB INTERVIEW HINTS

YOU DO NOT WANT TO:

1. Apply for a position for which you are not qualified.
2. Arrive late for an interview.
3. Ask for a telephone directory to look up references. Prepare references before an interview. Bring your resume.
4. Fill out an application in pencil.
5. Leave blank spaces on your application.
6. Falsify information.
7. When meeting the interviewer, crush his or her hand.
8. Smoke or chew gum unless invited to do so.
9. Wear loud, casual clothes, work clothes, hats, or sunglasses.
10. Slump in the chair.
11. Stare at the ceiling or floor.
12. Talk too much or too little.
13. Ask about salary early in the interview.
14. Talk with your hand over your mouth.
15. Use slang expressions.
16. Misrepresent your qualifications.
17. Ask crass questions.
18. Demand to be hired.
19. Ask for sympathy.
20. Call the interviewer by the first name.
21. Bring food or drink with you to the interview.
22. Bring friends, relatives or children with you to the interview.
23. Mention personal, family, or financial problems. The interviewer is interested only in how well you'll fit the job.

24. Hesitate to ask questions about the company.

25. Answer "yes" or "no" to open-end questions.

26. Appear overbearing, overaggressive, conceited or have a know-it-all attitude.

27. Make derogatory remarks about former employers, whether they are true or not.

28. Draw out the interview; if you feel something needs to be clearer, ask questions, but do not linger on minor points.

29. Appear passive. You must learn to express yourself.

30. Get into any arguments with the interviewer, or show irritableness or resentment to questions asked. All questions are necessary to see how well you fit the job.

31. Attempt to control the interview. This will cause resentment.

32. Oversell or undersell your qualifications.

33. Appear nervous or fiddle with objects during the interview.

34. Appear skeptical, defensive, tense, quiet, or shy.

35. Accept a position unless you are positive you want the job.

36. Become discouraged. The more often you apply, the more skilled you will become at interviewing and the better the opportunities you may find.

WHY APPLICANTS ARE NOT HIRED

The following are common reasons why applicants are not hired by employers. One or more might contribute to an applicant's rejection. Consider each point carefully. Grade your performance after each job interview. Be realistic. What mistakes did you make? Make an effort to correct your mistakes and with renewed confidence, proceed to your next interview. Don't become discouraged. The more often you apply, the more skilled at job interviews you will become and the better the opportunities you may find.

1. Late to an interview.
2. Poor personal appearance.
3. Poor attitude.
4. Brought other people with them to the interview.
5. Sloppy employment application, i.e., poor spelling.
6. Did not know why they wanted the job.
7. Did not know anything about the company or organization.
8. Expressed themselves poorly; both verbally and in writing.
9. Unwilling to start at the bottom; wanted to start at the top.
10. Made excuses for poor work record.
11. Unable to account for gaps in work record.
12. Critical of past employers.
13. Lack of tact.
14. Immature.
15. Ill mannered.
16. Poor eye contact; limp hand shake.
17. Over-emphasis on money.
18. Low moral standards.
19. Unprepared to make decisions.
20. No work experience.
21. Showed little or no interest in the company or organization.
22. Just shopping for a job.
23. Poor grades.

SUMMARY OF JOB INTERVIEWING TIPS

PREPARATION IN ADVANCE

1. Know the type of job you want and the education, experience, and skills you have that qualify you for that job.

2. Have all personal information normally requested for an interview such as: Social Security number, work experience record, references, letters of recommendation. Better yet, bring your resumes.

3. Research the firm. Learn as much as you can about the firm or organization before the interview. Find out what is the nature of their business, product, or service, age of firm, present status, growth potential.

4. Have your goals in mind, what you plan to do 5 or 10 years from now.

5. Make an appointment if necessary.

6. Think of three or four pertinent questions to ask relating to the job or the company.

7. Prepare answers to questions that might be asked of you, i.e., "Tell me about yourself, what do you know about our company, and why do you want to apply for this position?".

8. Take a bus or drive to the company location, noting the length of time it takes you to get there and the best route to travel. Many applicants lose jobs because they arrive late for their scheduled appointment or get lost and miss the interview altogether.

9. Groom to look your best. Personal appearance is critical in giving a good representation of yourself. (Men, suit and tie is always acceptable; women, conservative dress.)

DURING THE INTERVIEW

1. Arrive for your interview 10-15 minutes early.

2. Upon arrival, state briefly your name and for what purpose you are there, for example, "My name is John Doe from Forest Park Community College and I have an appointment with Mrs. Smith regarding the possibility of obtaining a job with your firm.

3. Greet the interviewer warmly, Mr. or Mrs. _____. Shake hands. Remember, it doesn't hurt you to smile. Don't use first names.

4. Relax during the interview but remain attentive. Wait until asked to sit down. Sit up on your chair and keep your feet on the floor. Don't smoke unless the interviewer suggests it. Maintain a position of interest.

5. Don't be nervous. Look the interviewer in the eye. This will help you overcome some of your nervousness. In this way, the employer will know that you are interested in what he has to say, and that you want him to listen to what you have to say. Eye to eye contact is therefore important.

6. Interviewers differ just the same as applicants. Some like to do most of the talking and judge you by your reaction. Others do little talking and let you do practically all of it. Take the interviewer's lead and follow whatever pattern he sets.

7. Make sure you sell yourself effectively by getting your good points across. This is where you have to call on your best tact and salesmanship. Try to appear factual and by all means, be sincere, not boastful and conceited. Remember to sell the employer on what you can do for that firm and why you are the best applicant for the job.

8. Attitude is extremely important. Be friendly, honest and sincere. Arrogance, flamboyancy, know-it-all attitude will get you nowhere except unemployed. Do not project an image of indifference. Jobs are lost because applicants seemingly could not care less if they got the job or not. Show enthusiasm. This reflects interest. The passive applicant will most likely be looked over.

9. During the interview, feel free to ask questions about further training possibilities, summer employment, and opportunity for advancement.

10. What about salary? Supply and demand governs salaries just the same as they do in the commodity market. When an employer decides they want you, they will quote a salary. Wait for the interviewer to mention salary. If nothing is mentioned about salary, you may, near the end of the interview, inquire about this. Some interviewers will ask, "What salary do you expect?". It is best not to answer this directly. You might explain that you are more interested in the job itself, the training you will receive, and future possibilities rather than the immediate pay.

11. Closing the interview is a step to be taken by the interviewer. Exhibit the same friendly, interested, warm manner you did during the interview. If you are interested in the company and the job, assure the interviewer of your interest. Jobs are lost simply because the applicant failed to tell the employer of his interest. If you are not interested, tell him. All interviews should be closed with a definite understanding as to where you stand with the company and where the company stands with you. If it seems that you won't get the job, seek the employer's advice about other jobs with the firm which may be coming up. Thank the interviewer for the opportunity to have the interview, shake hands and leave politely.

AFTER THE INTERVIEW (The follow-up)

1. If a definite time is indicated for you to check back, do so.

2. If not, call or send a follow-up letter and indicate your continued interest in the position. Inquire about the possibility or your being considered for it. The follow-up step should be taken after a reasonable length of time, perhaps two or three days.

3. After the interview, review your answers and behavior. Note any changes you may want to make in future interviews.

4. Do not accept a position unless you want the job and intend to report to work.

5. REMEMBER, courtesy, cooperation, punctuality and satisfactory job performance will aid you in maintaining a good record after you are employed.

WHY EMPLOYEES LOSE THEIR JOBS

Below are fifteen reasons why employees lose their jobs:

1. Lack of understanding on the employee's part as to their responsiblities.

2. Poor communication between the supervisor and the employee.

3. Incompetent for the position - the wrong person being selected for the job.

4. Personality conflict between the supervisor and the employee, and an unwillingness to conform to the supervisor's wishes.

5. Failure to get along with co-workers.

6. Failure to communicate through proper channels of communication.

7. Selected to fill a position that is too much or too little a challenge.

8. Unable to control emotions.

9. Unable to make decisions when necessary and make them properly.

10. Overly ambitious - wanting to get ahead too fast.

11. Not enough initiative.

12. Outside problems interfering with job (family, wife, other interests).

13. Lack of loyalty and pride in the job and company.

14. Unwilling to devote time necessary to do the job.

15. Failure to accept responsibility.

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